# Program Evaluation:

## Creating the environment for effective program evaluation

### HealthLink Miami Valley
### Dayton, Ohio

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# Chronology

- March 2000 : First meeting HLMV

- May 2001:  Grant application submitted

- September 2001: Award received

# Project Partners

- Hospitals & Health care providers
- Human Service Agencies
- Public Health Department
- Managed Care Organization
- Government Agencies
- Universities

# HealthLink Miami Valley (HLMV)

A county wide coalition of safety net providers focused on increasing utilization of existing health care services and developing new services for the health uninsured.

**OUTREACH**

**MIS**

**STRATEGIC PLANNING**
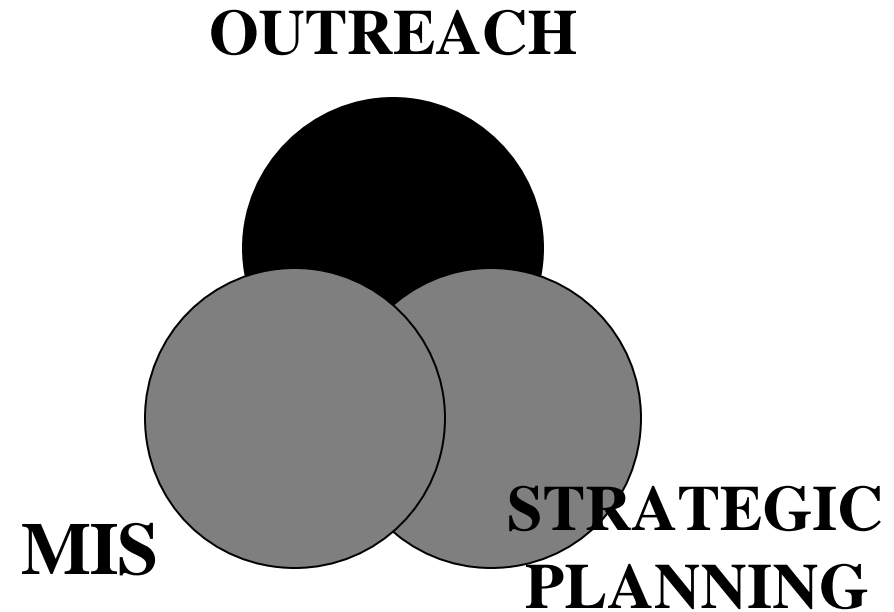
(Management Information System)

# Project Governance/Structure

- HLMV Network
- HLMV Management Team
- Task Forces:
  - Outcomes/Evaluation Task Force
  - Outreach Task Force
  - Public Relations Task Force
  - Strategic Planning Task Force

# Evaluation Strategy

- Start with the Project Management Matrix
- Develop measurable process and product outcomes based on project goals and objectives
- Assign work plan and evaluation development to each of the major work groups
- Combine work group efforts to create project-wide evaluation plan and timeline
- Regular review of project-wide progress

# Evaluation Workflow

- Network charges Task Forces with operationalizing the Project Management Matrix

- Task Forces prepare a timeline document for their action steps which includes greater detail

# Evaluation Workflow

- Outcomes and Evaluations Task Force reviews and compiles the project timeline

- Outcomes and Evaluation requests updates from each group to revise the timeline at least quarterly

- Outcomes and Evaluation reports to the Network each month

# Identifying priorities

- Identify preferred outcomes
- Identify process steps/milestones
- Orchestrate sequencing priorities
- Build monitoring into a group function

# Evaluation Tools

- Project Management Matrix
- Goals and objectives
- Project timeline/management chart
- Standardized meeting agendas
- Standardized meeting minutes
- Standardized statistical reporting
- Strategic planning process
- Collaboration survey

# Evaluation Directs Work

- At the end of year one, we reviewed accomplishments against goals and objectives
- Year two goals and objectives were developed as a result of the year one review in concert with the revised logic model
- Repeat steps above for years two and three and ongoing

# Process Considerations

- Collegial collaboration is critical at all steps
- No one is turned away—expand partnership
- Open communication, no secrets, wide distribution of all materials
- Public accountability through the web site
- Leadership is decentralized
- Decisions by consensus
- Each partner has veto power in public forum
- Provide staffing support

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# HealthLink Miami Valley (Community Access Grant)



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# Integrating Change

- Through evaluation process we can determine what is missing/needed and what needs to be discarded to get the work done, for example

  +Advisory Team

  +HIPAA/IT Work Groups

  -Public relations task force

  ? work of Management Team

  ? work of Strategic Planning Task Force

# Important Process Elements

- Regular meetings and attendance
- Stable leadership
- Expanded # of partners
- Strategic planning summit
- Strengthened collaboration

# Project Outcomes

- MIS
  - HURDS
- Outreach
  - Identified health uninsured
  - Increased Medicaid enrollment
- Strategic Planning

    HealthLink Miami Valley Health Plan

# Get in touch with us

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